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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/327,408	06/07/1999	PATRICK M. COX	8897-0046-99	5392

7590 09/24/2003

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EXAMINER

KNOWLIN, THJUAN P

ART UNIT	PAPER NUMBER
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2642

*19*

DATE MAILED: 09/24/2003

Please find below and/or attached an Office communication concerning this application or proceeding.

# Office Action Summary

Application No.

09/327,408

Applicant(s)

COX ET AL.

Examiner

Thjuan P Knowlin

Art Unit

2642

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

## Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133).
- Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

## Status

- 1) ☒ Responsive to communication(s) filed on 02 July 2003.
- 2a) ☒ This action is **FINAL**. 2b) ☐ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

## Disposition of Claims

- 4) ☒ Claim(s) 108-157 is/are pending in the application.
- 4a) Of the above claim(s) \_\_\_\_\_ is/are withdrawn from consideration.
- 5) ☐ Claim(s) \_\_\_\_\_ is/are allowed.
- 6) ☒ Claim(s) 108-157 is/are rejected.
- 7) ☐ Claim(s) \_\_\_\_\_ is/are objected to.
- 8) ☐ Claim(s) \_\_\_\_\_ are subject to restriction and/or election requirement.

## Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☒ The drawing(s) filed on 07 June 1999 is/are: a) ☒ accepted or b) ☐ objected to by the Examiner.
- Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
- 11) ☐ The proposed drawing correction filed on \_\_\_\_\_ is: a) ☐ approved b) ☐ disapproved by the Examiner.
- If approved, corrected drawings are required in reply to this Office action.
- 12) ☐ The oath or declaration is objected to by the Examiner.

## Priority under 35 U.S.C. §§ 119 and 120

- 13) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some \* c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
2. ☐ Certified copies of the priority documents have been received in Application No. \_\_\_\_\_.
3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).
- \* See the attached detailed Office action for a list of the certified copies not received.
- 14) ☐ Acknowledgment is made of a claim for domestic priority under 35 U.S.C. § 119(e) (to a provisional application).
- a) ☐ The translation of the foreign language provisional application has been received.
- 15) ☐ Acknowledgment is made of a claim for domestic priority under 35 U.S.C. §§ 120 and/or 121.

## Attachment(s)

- 1) ☐ Notice of References Cited (PTO-892)
- 2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
- 3) ☐ Information Disclosure Statement(s) (PTO-1449) Paper No(s) \_\_\_\_\_.
- 4) ☐ Interview Summary (PTO-413) Paper No(s). \_\_\_\_\_.
- 5) ☐ Notice of Informal Patent Application (PTO-152)
- 6) ☐ Other:

**DETAILED ACTION**

***Claim Rejections - 35 USC § 102***

The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(b) the invention was patented or described in a printed publication in this or a foreign country or in public use or on sale in this country, more than one year prior to the date of application for patent in the United States.

1. Claims 108-157 are rejected under 102(b) as being anticipated by Hogan et al (US 5,586,175).
2. In regards to claims 108 and 110, Hogan discloses a method for providing services at an information service center, comprising: maintaining a database of telephone numbers in association with personalized service data relating to users; receiving a call from a user; identifying an originating telephone number of the call (col. 3 lines 49-55); retrieving from the database personalized service data associated with the originating telephone number, the retrieved personalized data including user status data; and prioritizing the call in one or more queues for service thereof based on the user status data (col. 4 lines 50-63, col. 40 lines 57-67, col. 34 lines 21-33, and col. 34 lines 38-49).
3. In regards to claims 109, 111, and 113, Hogan discloses the method and system, wherein the retrieved personalized service data also includes data concerning a language preferred by the user (col. 4 lines 50-63 and col. 40 lines 57-67).
4. In regards to claim 112, Hogan discloses a system for providing services, comprising: a database for storing identifiers in association with personalized service

Art Unit: 2642

data relating to users (col. 3 lines 49-55); an interface (call processing system AB102) for receiving information associated with a call from a user (col. 3 lines 49-55 and col. 26 lines 35-40); a processor (NCP AB104) for deriving an identifier from the information, personalized service data associated with the identifier being retrieved from the database, the retrieved personalized service data including user status data, the call being prioritized in one or more queues for service thereof based on the user status data (col. 4 lines 50-63, col. 40 lines 57-67, col. 34 lines 21-33, and col. 34 lines 38-49).

5. In regards to claims 114, 118, 122, 135, 146, and 157, Hogan discloses the method and system, wherein the originating telephone number is identified based on an automatic number identification (ANI) (col. 3 lines 49-55).

6. In regards to claims 115, 119, 123, 132, 142, and 153, Hogan discloses the method and system, wherein the services include searching for contact information concerning a desired party in response to a request by the user (col. 146 lines 24-33).

7. In regards to claims 116, 117, 120, 121, 124, 125, 133, 134, 143, 144, 154, and 155, Hogan discloses the method and system, wherein the services also include establishing a communication connection based on the contact information (col. 3 lines 50-59, col. 23 lines 51-53, and col. 24 lines 28-30).

8. In regards to claims 126, 136, and 147, Hogan discloses a method and system for providing services at an information service center, comprising: maintaining a database of telephone numbers in association with personalized service data relating to users; receiving a call from a user; identifying an originating telephone number of the call (col. 3 lines 49-55); retrieving from the database personalized service data

associated with the originating telephone number, the retrieved personalized service data including a name (col. 4 lines 50-63, col. 40 lines 57-67, col. 34 lines 21-33, and col. 34 lines 38-49); and providing a message to the user, the message being personalized to include the name (col. 139 lines 38-67).

9. In regards to claims 127, 128, 137, 138, 148, and 149, Hogan discloses the method and system, wherein the message comprises a greeting (col. 139 lines 38-67).

10. In regards to claims 129, 139, and 150, Hogan discloses the method and system, wherein the message is played by a voice server (col. 3-4 lines 65-6).

11. In regards to claims 130, 140, and 151, Hogan discloses the method and system, wherein the message is voiced by an operator (col. 92-93 lines 58-4).

12. In regards to claims 131, 141, and 152, Hogan discloses the method and system, wherein the message is provided in a language preferred by the user (col. 4 lines 50-63 and col. 40 lines 57-67).

13. In regards to claims 145 and 156, Hogan discloses the method and system, wherein the identifier includes a telephone number (col. 3 lines 49-55 and col. 4 lines 14-26).

### ***Response to Arguments***

14. Applicant's arguments with respect to claims 108-157 have been considered but are moot in view of the new ground(s) of rejection.

### ***Conclusion***

Art Unit: 2642

15. Applicant's amendment necessitated the new ground(s) of rejection presented in this Office action. Accordingly, **THIS ACTION IS MADE FINAL**. See MPEP § 706.07(a). Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

16. A shortened statutory period for reply to this final action is set to expire THREE MONTHS from the mailing date of this action. In the event a first reply is filed within TWO MONTHS of the mailing date of this final action and the advisory action is not mailed until after the end of the THREE-MONTH shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the date of this final action.

17. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Thjuan P Knowlin whose telephone number is (703) 308-1727. The examiner can normally be reached on Mon-Fri 8:00-4:30pm.

18. If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Ahmad Matar can be reached on (703)305-4731. The fax phone number for the organization where this application or proceeding is assigned is (703) 872-9306.

19. Any inquiry of a general nature or relating to the status of this application or proceeding should be directed to the receptionist whose telephone number is (703) 306-0377.

Application/Control Number: 09/327,408

Page 6

Art Unit: 2642

Thjuan P. Knowlin  
September 21, 2003

FAN TSANG  
SUPERVISORY PATENT EXAMINER  
TECHNOLOGY CENTER 2600

A handwritten signature in black ink, appearing to read 'Fan Tsang', with a long horizontal stroke extending to the right.